

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### United Biochemicals Inc.

#### New York Manufacturing Extension Partnership

#### United Biochemicals, Inc. Partners with Insyte Consulting for Strategic Business Support

##### Client Profile:

United Biochemicals, Inc., located in Sanborn, New York, is a leading manufacturer and bulk distributor of high quality biochemicals, reagents and custom solutions serving many of the most innovative companies within the life sciences industry. The company currently employs 33 people.

##### Situation:

United Biochemicals has had a successful relationship with Insyte Consulting, a division of the New York Manufacturing Extension Partnership and a NIST MEP network affiliate, which led to multiple projects, all designed to assist the company to meet the challenges associated with growth. Once again, United Biochemicals contacted Insyte Consulting to help them develop a strategic and marketing plan to provide a proactive focus and alignment to guide the company's growth.

##### Solution:

The project began with a series of meetings with United Biochemicals' leadership to develop the company's vision, including its mission, core values, and a description of its envisioned future. Insyte then facilitated analysis and information gathering, including S.W.O.T.(Strengths, Weaknesses, Opportunities, Threats) and most valued customer analysis, that would be used to identify key issues and develop strategic goals and objectives. The plan culminated with a set of specific, measurable action plans with assigned responsibilities and due dates to provide a clear path and accountability to achieve the plan's goals and objectives. United Biochemicals also developed a process to execute, track and periodically update the plan and communicate the plan and its status to all employees. As a result of Insyte Consulting's assistance, United Biochemicals' management operating culture changed to think more strategically and to include cross-functional participation on key continuous improvement initiatives.

##### Results:

- \* Increased sales by 32 percent.
- \* Increased new product production by 5 percent.
- \* Reduced costs by 6 percent.
- \* Improved productivity by 38 percent.
- \* Improved quality of product by 50 percent.
- \* Achieved 100 percent customer satisfaction.
- \* Increased investment in workforce development.
- \* Increased operating profit by 100 percent.

##### Testimonial:

[www.mep.nist.gov](http://www.mep.nist.gov)



## MANUFACTURING EXTENSION PARTNERSHIP

### Success Stories from the Field

"Insyte's team has become an extension of our team. They have participated in our quest for improved quality, improved productivity and continued growth within the life sciences market. They have also assisted our leadership team in preparing a long term roadmap to strategically build the foundation for future success."

Paul Parwulski, Chief Operating Officer